

Medicaid Advisory Committee: Credentialing

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
2020



Basis

HEA 1548 Section 3. IC 12-15-33-9.5 (a)(6))
(6) The central credentialing portal.



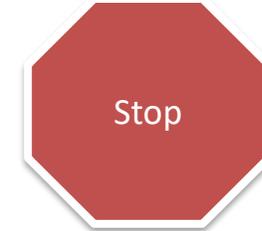
Terms

- **Enrollment** - the act of enrolling to become an IHCP provider
- **Credentialing** - the process where a provider enrolls with and is certified by an MCE to provide care to their members. This includes verification of education, training, experience, expertise and willingness to provide services.
 - NCQA sets these processes and methods for validation

Provider Experience Today

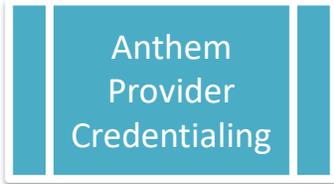
IHCP Enrollment

Provider Smith



MCE Enrollment and Credentialing

Provider Smith



EnCred



Suspended in June 2019



Timeline for Activity

- IHCP Enrollment (**clean applications**):
 - 10 business days (Portal submission)
 - 15 business days (Paper submission)
- MCE Credentialing:
 - 30 calendar days (upon receipt of completed application or upon receipt from a delegated credentialing body)
 - If delegated, providers must be loaded into system within 15 calendar days

Failure to process all credentialing applications in a timely fashion will require the submission of a formal Corrective Action Plan within ten (10) business days



Current MCE Performance (Q4 2019)

	Anthem	CareSource	MDwise	MHS
Number of Total Providers Requiring Credentialing	21,793	7,661	21,263	11,817
Credentialing Initiated	778	222	1,239	923
Credentialing Completed	2,592	364	1,587	968
Level 1 Review (clean review)	2,490 (96.1%)	360 (98.9%)	1,343 (84.6%)	968 (100.0%)
Level 2 Review (committee review)	38 (1.5%)	4 (1.1%)	24 (1.5%)	0 (0.0%)
Providers Not Credentialed	64 (2.5%)	2 (0.5%)	220 (13.9%)	0 (0.0%)
Average Number of Days To Complete Credentialing	12	20	70	8

SOURCE: MCE Q4 2019 Quarterly Data (HIP Providers)



Current MCE Performance (Q1 2020)

	Anthem	CareSource	MDwise	MHS
Number of Total Providers Requiring Credentialing	22,510	6,861	20,817	9,383
Credentialing Initiated	668	92	2,529	992
Credentialing Completed	2,702	192	2,945	986
Level 1 Review (clean review)	2,390 (88.5%)	186 (96.9%)	2,464 (83.7%)	986 (100.0%)
Level 2 Review (committee review)	49 (1.8%)	6 (3.1%)	35 (1.2%)	0 (0.0%)
Providers Not Credentialed	263 (9.7%)	1 (0.5%)	446 (15.1%)	0 (0.0%)
Average Number of Days To Complete Credentialing	6	21	30	15

SOURCE: MCE Q1 2020 Quarterly Data (HIP Providers)



Current MCE Performance (Q2 2020) - relaxed NCQA

	Anthem	CareSource	MDwise	MHS
Number of Total Providers Requiring Credentialing	22,611	6,112	22,646	10,288
Credentialing Initiated	596	53	1,241	1,237
Credentialing Completed	2,193	66	2,622	1,951
Level 1 Review (clean review)	2,038 (92.9%)	66 (100.0%)	2,353 (89.7%)	1,951 (100.0%)
Level 2 Review (committee review)	31 (1.4%)	0 (0.0%)	40 (1.5%)	0 (0.0%)
Providers Not Credentialed	123 (5.6%)	2 (3.0%)	229 (8.7%)	0 (0.0%)
Average Number of Days To Complete Credentialing	8	24	10	5

SOURCE: MCE Q2 2020 Quarterly Data (HIP Providers)



Indiana Compared to Other States

30 Calendar Days:

- **Indiana**
- Tennessee
- Iowa (90%)
- New Hampshire (PCPs)
- New Jersey (*monthly credentialing committee meeting*)

45 Days:

- Delaware
- Iowa (100%)
- New Hampshire (Specialists)
- New Mexico (*SUD providers are 30 calendar days*)

60 Days:

- Missouri
- Florida
- Louisiana
- Pennsylvania
- South Carolina
- Washington

75 Days:

- Arizona

90 Days:

- Kentucky (*SUD providers are 45 days*)
- Texas
- Mississippi (*45 days if network adequacy issues*)

IHCP Works: Credentialing Workshop

- October 15, 2020 – session during the IHCP annual seminar (IHCP Works) discussing credentialing and enrollment experiences
- Open questions for discussion:
 - Pain points in the current system?
 - Ideas for improving the current system?

IHCP Works: Credentialing Workshop

- **Feedback:**

- Request participation date with each health plan back to IHCP enrollment date
- Request for standardized enrollment and credentialing forms across all health plans
- Request for credentialing to be closer in experience to commercial insurance
- Request participation in a formal credentialing workgroup



Where To Go From Here?

- Provider Association Interviews (**January 2021**)
- Credentialing Work Study (**Winter 2021**):
 - Reviewing each health plan's current process from start to finish
 - Reviewing other states' approaches to credentialing
 - **Goal: specific and actionable recommendations for improvement**

